1. ***Who are the typical key stakeholders for an enterprise-wide IAM transformation program? Consider the key business and IT stakeholders.***

Key stakeholders for an enterprise-wide IAM transformation are typically the business execs like the CIO or the Ciso. Department heads and IAM program owners. The IT stakeholders typically include the technical leadership and their teams. Compliance and Audit teams as well as external auditors and regulatory bodies.

https://www.tools4ever.co.uk/blog/2023/who-are-the-stakeholders-for-an-iam-project/#:~:text=The%20CIO%3A%20IAM%20is,CIO%2C%20as%20the%20direct

2. ***What are the components of an IAM future state design?***

Components include creating a process for the IAM life cycle management. Implementing regular checkpoints with group managers to review access over their functional areas. Selecting the proper IAM technology. Testing extensively. Implementation of the IAM technology over time. Establish a sub-project to define and build access roles.

3. ***What's Renshaw's IAM vision entail? What should he expect to see in an IAM roadmap aligned with his vision?***

Renshaws vision was to push the IAM technology to provide as much value and time savings to the business as possible. The ultimate goal was to have the roles in business speak and to monitor processes relying on role-based requests, approval, provisioning, and attestation. He should expect to see a uniformity in the procedures for all applications.

4. ***Why is Renshaw focused on self-service and giving more control to business?***

Renshaw was focused on self-service and more control because that would enable his team to serve as enablers for a self-service process. That, in turn, would improve efficiency and responsiveness, enhance security and compliance, save cost, and align the company's business goals.

5. ***What are the common access request and approval steps? Who are the key access owners in the organization, or who should they be, to carry out these approvals?***

Common access requests and approval steps are as follows:

- Submitting the request
- Review and Verification

- Approval/Denial
- Provisioning
- Monitoring and Auditing

The access owners should be managers or supervisors, system owners, IT admin, and compliance and security teams.

6. ***What technology components are required to implement the desired capabilities in this case study? Why could Renshaw and Bradford be focusing on having an IAM product with the greatest amount of support out-of-the-box?***

For access requests and approvals, the company would need a self-service portal to allow users to submit access requests directly. An approval workflow engine to automate the routing of requests. For provisioning/deprovisioning, the company would need automated provisioning tools such as SCIM, deprovisioning mechanisms to automatically remove access when users leave the organization, and Role-based access control to ensure users are assigned permissions based on their roles. (Least privileged access) They would want the product with the most out-of-box support to leave the monitoring and issues up to the support center of the product.

7. ***What could Renshaw have done differently prior to focusing on IAM product selection?***

At my current level of expertise, I can't think of a different angle of approach. Renshaw consulted his team to find the pain-points the company was experiencing, he appointed capable leaders to accomplish a major overhaul in the identity access management space, he then implemented regular checkpoints for his team to provide feedback and suggestions. I would love to see or hear a different perspective.

8. ***Why is user experience important in access request, approval, and provisioning systems? What other business drivers beyond user experience should be considered?***

User experience is the most important because the efficiency must be worth the use of the service or product. If a user finds the product to be cumbersome or slow or ineffective, they will choose to use a different product that can meet their expectations and needs. Other drivers beyond experience could be cost and the complexity of implementing a new system, scalability, business or commercial use and available support.